



**Consult and Challenge Meeting**  
**18th February 2015**  
**10:30 – 12:30**

**Whitworth Suite, Unity 12, 9-19 Rose Rd, Southampton SO14 6TE**

**PRESENT:** Becky Clegg, Chris Andrews, Chris Beal, Steve Beal, Clare Petrie, Cloe Lewis, Karla Huggins, Janette Smith, Julia Huggins, Margaret Russell, Martine Sinclair, John Russell, Ray Harris, Robert Droy, Saqib Yasin, Julie Humphries (BSL Interpreter), Gordon Wade (Minutes), Will Rosie.

ITEM		ACTION
1.	<p><b><u>Introductions and Apologies for Absence</u></b></p> <p><u>Apologies:</u> Dawn Buck, Gill Fields, Lise Marron, Matt King, Richard Allen, Sam Goad, Sarah Parker, Clare Wilkinson, Kathryn Rankin.</p>	
2.	<p><b><u>Agreeing the Minutes of the Last Meeting</u></b></p> <p>Minutes agreed.</p>	
3. a.  b.	<p><b><u>Matters to do with the Last Meeting</u></b></p> <p>Item 6a. CCG Road-shows Events.            Steve Beal reported that at a recent meeting he attended, Dawn Buck spoke of the positive feedback CCG had received from the Events and how successful and productive they were. It was also mentioned the CCG are preparing a report on the project.</p> <p>Item 4. Four of the Group present had signed-up to the People's Panel. There had been no acknowledgement to date, but this was put down to the signing-up process not being complete.            Will gave a brief round-up about the function of the People's Panel for those present who had not attended the January meeting and the presentation by James Marshall (SCC).</p>	

<p><b>4.</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p> <p><b>d.</b></p>	<p><b><u>Healthwatch Training Workshops</u></b></p> <p>Healthwatch Southampton are hosting a series of five training workshops for patients, service users and carers living in Wessex (Hampshire, Dorset and the Isle of Wight) at the SVS between January and March.</p> <p>Will reported that he and Dawn gave a presentation at the third workshop, 'Patient and Public Engagement in Procurement and Contracting', on 13<sup>th</sup> February.</p> <p>The presentation also covered C&amp;C involvement in the MIU procurement process and other projects.</p> <p>Will spoke of the surprise from people outside the area to the non-risk aversion approach by the Southampton CCG to this process and the level of trust they had with the C&amp;C Group.</p> <p>Chris and Steve Beal had attended the first three workshops and it was their intention to complete all five.</p> <p>Chris spoke of the third workshop and the focus on Procurement in the Southampton area including service users and professionals in making sure the whole process was transparent.</p> <p>Steve mentioned people from various areas at the workshops and the opinion that Healthwatch was an improvement on S Link in this area.</p> <p>Ray queried that the advance literature about the workshops gave the impression of having to attend all five (workshops) when this was not the case.</p> <p>Chris and Steve gave an outline of some of the coproduction procurement work they undertake on behalf of C&amp;C, along with Richard Allen.</p> <p>Steve spoke of consultation confidentiality in the process and at the start of a project a conflict of interest form must be signed.</p> <p>There were projects in progress they could not talk about, but gave a general outline of events.</p> <p>The procurement process covered seven sections, and Steve and his Group receive the service user part. This contains just three questions for the 'bidding companies', which require answers of less than 500 words. The answers are marked/rated from 1-4 by the Service User members before getting together to discuss their findings. The next stage had all the Groups get together to discuss and decide on the outcome.</p> <p>Will spoke of this being a product of coproduction.</p>	
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<p>5.</p> <p>a.</p> <p>b.</p> <p>c.</p> <p>d.</p> <p>e.</p> <p>d.</p> <p>f.</p>	<p><b><u>Healthwatch</u></b></p> <p>Janette Smith represented Healthwatch at the meeting.</p> <p>Healthwatch are preparing for their AGM being held at the Novotel between 6:00pm and 8:30pm on Thursday, 26<sup>th</sup> February.</p> <p>Healthwatch are involved in some in depth research into the experiences of local people with mental health (MH) problems; this project will be assisted by Doctor Dawn-Marie Walker of Southampton University, who specialised in MH research. Will mentioned the need of this research work to be seen to be coproductive. Janette would check this would report back.</p> <p>The meeting went on to discuss MH issues in the city. Ray was particularly concerned about the lack of provision for MH people in Southampton and spoke of MH facilities closing and moving to Basingstoke and elsewhere. There were improved facilities at Antelope House next to the RSH Hospital was a 13-bed Unit, but strong opinion was expressed that the MH service had not improved in 30 years. Student MH issues were discussed. There were 40,000 students at Southampton based Universities and every year there were suicides in the first weeks. Although there was a student support structure in place, there was concern about possibly being nothing in place for those students on placement.</p> <p>Healthwatch were ‘desperately’ looking for volunteers to become the ‘eyes and ears’ in their communities and keep them informed and aware of health and social issues. Expenses will be paid. This was linked to Community Navigation which would be discussed under Agenda Item 6.</p> <p>Clare Petrie had heard nothing from Sam Goold about attending Healthwatch events. Will agreed to follow this up.</p> <p>Chris and Steve were on the Healthwatch mailing list, but had heard nothing to date – although their daughter, also on the list, had. Janette to chase this.</p> <p>Martine Sinclair informed Janette about the Healthwatch leaflets in the Level 1 Outpatients Dept of the RSH being from the Chichester area and not Southampton. Steve Beal would look into this.</p> <p><b><u>Break</u></b></p>	<p><b>JS</b></p> <p><b>WR</b></p> <p><b>JS</b></p> <p><b>SB</b></p>
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<p><b>6.</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p> <p><b>d.</b></p> <p><b>e.</b></p> <p><b>f.</b></p> <p><b>g.</b></p>	<p><b><u>Consult &amp; Challenge - Budget Update</u></b></p> <p>Will gave a budget update for Consult and Challenge (C&amp;C). The initial money that CAFA had awarded C&amp;C has not been exhausted. The group also received further funding from SCC for their work with online portal development project.</p> <p>Will considered the MIU coproduction work a loss leader, but the experience gained would be of financial benefit to C&amp;C for future coproductive work. He spoke of Chris and Steve's value for CCG in the MIU project.</p> <p>At the present rate of spend, Will believed funding to continue to keep C&amp;C active for a further 12 – 18 months.</p> <p>Robert pointed out that part of the original funding was to include training and mentoring, which he considered had not happened to date. He proposed setting aside a sum of money for this purpose.</p> <p>The meeting went on to discuss the proposal and how to attract new people to the C&amp;C Group from various minority groups. A reason put forward for this was that regular contact with these group was required, not just the occasional visit. In Steve's experience when working with minority groups, it's their belief that they won't be listened to. It was agreed that Core Members should think about visiting minority groups over the next 12 months to make an attempt to attract new members.</p> <p>Will would carry out a mapping exercise of the various groups C&amp;C could contact. He would also speak to Berni Vincent about her strategy for recruiting new volunteers.</p> <p>Following a suggestion that C&amp;C should produce a publicity brochure, it was agreed Will to complete his outline of one he had produced for approval before distribution. The cost of this will come from Group funds.</p>	<p><b>WR</b></p> <p><b>WR</b></p>
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<p><b>6.</b></p> <p><b>a.</b></p> <p><b>b.</b></p>	<p><b><u>Integrated Commissioning/Community Navigators</u></b></p> <p>Spectrum have won the contract to provide Community Navigation support for two of the six Cluster districts in the city - Cluster 1 (Millbrook / Shirley / Redbridge / Freemantle) and Cluster 5 (Woolson / Peartree / Sholing).</p> <p>The Community Navigators scheme is part of the joint Health and Social Services, Better Care Southampton and will use local community organisations (such as Spectrum) to help people to ‘find out’ what services and support there is available to them. Spectrum people will be looking for patterns of requirement in the respective communities. It is envisaged that volunteers will be used to act as the ‘eyes and ears’ in their communities to identify where help and support may be needed and feed this back to the cluster teams.</p>	
<p><b>7.</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p> <p><b>d.</b></p>	<p><b><u>Any Other Business</u></b></p> <p>The MIU is undergoing a refurbishment, but will services will remain open to the public.</p> <p>There is no coffee machine / hot drinks facility at the MIU/ Steve will raise this issue with the CCG.</p> <p>Will explained that he had been invited to the Better Care – ‘Can Do’ workshop. The group asked if someone from Better Care could come and give a presentation. Will to chase.</p> <p>Link for CCG Comms and Engagement Meeting Minutes:- <a href="http://www.england.nhs.uk/ourwork/patients/accessibleinfo-2/">http://www.england.nhs.uk/ourwork/patients/accessibleinfo-2/</a></p>	<p><b>SB</b></p> <p><b>WR</b></p>
	<p><b><u>Date of Next Meeting: Wednesday, 18th March 2015</u></b></p>	